

City of Helotes

Job Announcement

Dispatch Supervisor

Exempt Status: Non-Exempt
Starting Pay: \$18.50 per hour
Date: 4/2/2014
Closing Date: 4/23/2014 @ 5 pm, Submit Application and Resume

Job Summary:

The Dispatch Supervisor, is responsible for managing the day-to-day operations of the Emergency Services Center and overseeing dispatchers and other assigned personnel in technical radio communications involving the deployment of police, fire, public works, animal control, code enforcement, and EMS personnel according to request for service.

The Dispatch Supervisor is assigned to the Helotes Dispatch Center and reports to the City Administrator and the Office of the Mayor.

Essential Job Functions:

- Organizes, plans, supervises, instructs, and coordinates activities of assigned personnel;
- Accountable for the effective administration of police, fire, public works, animal control, code enforcement, and EMS public safety communications;
- Schedules, conducts, and documents all required training for all assigned personnel;
- Responsible for retrieving information and the maintenance of the data recording system for the Emergency Services Center;
- Ensures compliance with all federal, state, and local communication mandates, operating procedures, and data entry and retrieval requirements;
- Ensures coordination of the Emergency Services Center's policies and procedures with all municipal departments;
- Responsible for ensuring compliance with all local, state, and federal regulations for records management, including records retention, destruction, and coordination of such activities with the City's Records Management Officer;
- Responsible for the accuracy and safe storage of records;
- Responsible for supplies and ensuring that all required forms are stocked and available to department personnel;
- Responsible for the proper operation of all dispatch computer, telephone, and radio systems, including, but not limited to, in-house computers, radios and telephones, state computers and radios, and the E911 computer system;
- Ensures that all data is secured and maintained through the normal computer back-up process;
- Serves as a dispatcher when needed, or as directed during times of emergencies;
- Performs a variety of record keeping, filing, indexing, and other general clerical work, as necessary or required;

- Responsible for turning in Dispatch personnel payroll sheets in a timely manner;
- Performs other duties, as assigned.

Education and Experience:

- High School Diploma or a General Education Development (GED) Certification.
- Five years experience in public safety communications.

Licenses or Certificates:

- Intermediate Telecommunicator License.
- Prefer Emergency Medical Service Operator Certification or the ability to receive certification within one year of employment.
- Valid Texas Motor Vehicle Operators License.

Knowledge, Skills, and Abilities:

- Knowledge of all local, state, and federal laws, policies, and regulations governing telecommunications, including TCIC/NCIC, TLETS, and NLETS;
- Ability to establish and maintain an effective working relationship with all emergency service organizations, including, but not limited to, local, state, and federal organizations;
- Ability to demonstrate proficiency in problem solving, oral and written communications, and maintaining confidentiality;
- Knowledge of basic telephone techniques and public relations;
- Knowledge of National Incident Management System (NIMS) and procedures to address multi-agency emergency responses in the event of disasters;
- Knowledge of the multi-channel radio system and all components of the system;
- Ability to troubleshoot system malfunctions and contact appropriate resources without unnecessary delay to maintain radio communications integrity;
- Knowledge of the telephone system and telephone console features;
- Ability to transfer calls accurately and utilize back-up systems in the event of equipment failure;
- Knowledge of the computerized 9-1-1 system and all system components necessary for the proper use of the system;
- Knowledge of the records management system and computer aided dispatch system and the procedures related to the entry and retrieval of system data;
- Ability to conduct routine information searches and generate internal reports;
- Ability to learn and apply dispatch office procedures, practices, and equipment;
- Knowledge of the in-car laptop computers and the ability to follow all of the TLETS rules and procedures for accessing the TLETS system on the laptops;
- Ability to learn geographic features and streets within the area served;
- Ability to learn and apply applicable departmental procedures and policies related to proper police response, emergencies, etc.;
- Ability to learn and apply various types of computer formats and codes necessary to access, utilize and relay information;
- Ability to learn and apply standard radio broadcasting procedures;

- Ability to work under pressure, exercise good judgment, and make sound decisions in emergency situations;
- Ability to operate dispatch and office equipment;
- Ability to establish and maintain effective working relationships with co-workers and those persons contacted in the course of work;
- Ability to communicate clearly and effectively, both verbally and in writing;
- Ability to perform more than one task at a time (talk-monitor radio transmissions and type) and hold good short term memory and the ability to absorb and retain numerous formats, rules, regulations, and procedures taught during training period;
- Ability to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, and reading and writing;
- Ability to recognize dangerous situations and take measures to notify others or abate the situation;
- Ability to maintain mental capacity that allows the capability of exercising sound judgment and rational thinking under dangerous circumstances;
- Ability to evaluate various options and alternatives and choose an appropriate and reasonable course of action; and
- Ability to demonstrate intellectual capabilities during training and testing processes.

Physical Demands and Working Conditions:

Physical requirements include occasional lifting/carrying of twenty-five (25) pounds; visual acuity, speech, and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, and walking to perform the essential functions. Working conditions are primarily in an office environment. Prolonged confinement to the immediate work area is required.

A Dispatch Supervisor may be assigned varying shifts and days off, as necessary, to maintain adequate staffing of all shifts. Additionally, a Dispatch Supervisor may be required to work overtime to meet service demands and/or to maintain operational efficiency. **A Dispatch Supervisor must be prepared to work any shift and assume scheduled days off if required.**

This job description is not an employment agreement or contract.

Management has the exclusive right to alter this job description at any time without notice.

Helotes is EOE

Submit application and resume by regular mail, email or fax #210-695-6520.

Revision Date: April 2014